Union Events Office Student Assistant

Pay Structure: Hourly 8.00

Hours per week: 7 - 10 hours/ week

Positions available: 2

**General Description:** The Wyoming Union Reservation and Events Office maintains and reserves large events spaces, numerous meeting rooms, reservable public spaces, breezeway tables and a variety of marketing spaces. The Union Events Office Student Assistant will interact with students, staff, faculty and external customers to provide information, assist people in locating events and meetings and making basic reservations for Union spaces. This position will also respond to last minute requests from event organizers and meeting attendees as well as assisting the event student support teams with time-sensitive set ups. This position will often be alone in the office and be responsible for full office coverage in the absence of fulltime staff.

This position will have the following responsibilities:

1) Greet walk-in customers
2) Answer phone line
3) Assist customers with general information about event and meeting space, etc.
4) Create new reservations using reservation software for meeting rooms, breezeway tables and other reservable marketing spaces for customers as requested via email, phone, online reservation requests or in person.
5) Create new contacts in reservation system
6) Confirm RSO status before making reservations
7) Maintain shared email and files to ensure completion of reservation work and consistent communication
8) Take reservation request information in person from customers for large event space and leave for Union Events Office Assistant to complete
9) Become familiar with Union Policies as they relate to event and meeting spaces as well as the breezeway and marketing spaces.
10) Become knowledgeable about the Wyoming Union facility, programs, tenants and staff.
11) Email reservation confirmations to customers and outline pertinent policies related to space use.
12) Maintain an organized and clean office space.
13) Assist customers with last minute event request and basic AV troubleshooting.
14) Communicate with events set up crews, building managers and events office staff as needed to address last minute meeting or event needs.
15) Assist with events furniture and AV equipment set up as needed
16) Assist with performing end of the day procedures, such as updating digital signs, printing and distributing room reports, office closure, etc.
17) Other duties as assigned.

**Terms of Employment:**
- This position is for both fall and spring semester, can be rehired based on performance for the following year.
- This position will ideally begin the week prior to school to begin the necessary training.
- When school in sessions, the tentative shifts would be as follows:
  o Tuesday and Thursday from 4:00 – 7:30pm (1 position)
  o Wednesday and Friday from 2:30 – 6:00pm (1 position)
- As a condition of employment, the applicants will:
  o Complete a training for reservation software (R25/25Live)
  o Complete a training for basic events room and AV set up
  o Attend the Union Student Employee trainings (date TBD)
  o Attend all Union Events Support Staff meetings
**Skills and abilities required for success in this position:**
- Maintain a positive attitude and professional demeanor
- Ability to work with limited supervision
- Ability to work in an environment with interruptions
- Evidence of strong decision-making skills
- Ability to prioritize in time-sensitive situations
- Ability to work with people and personalities
- Strong customer service skills
- Strong organizational skills
- Excellent verbal and written communication skills
- Knowledge of the Wyoming Union services and programs is preferred
- Experience in an office setting and/or with events would be a plus

To apply visit the [Human Resources](#) page and search student job opportunities - please submit a resume and cover letter.